The Curricular Milestones (CMs)
Based on Competency 4: Interpersonal & Communication Skills (ICS)

Effective Communication
ICS-A1: 12 months
Provide timely and comprehensive verbal and written communication to patients/advocates
ICS-A2: 12 months
Effectively use verbal and nonverbal skills to create rapport with patients/families
ICS-A3: 12 months
Use communication skills to build a therapeutic relationship
ICS-A4: 24 months
Engage patients/advocates in shared decision making for uncomplicated diagnostic and therapeutic scenarios
ICS-A5: 24 months
Utilize patient centered educational strategies
ICS-A6: 36 months
Engage patient/advocates in shared decision-making for difficult, ambiguous or controversial scenarios
ICS-A7: 36 months
Appropriately counsel patients about the risks and benefits of tests and procedures highlighting cost awareness and resource allocation
ICS-A8: 36 months
Role model effective communication skills in challenging situations

Cultural Sensitivity
ICS-B1: 6 months
Effectively use an interpreter to engage patient in the clinical setting, including patient education
ICS-B2: 12 months
Demonstrate sensitivity to differences in patients including but no limited to race, culture, gender, sexual orientation, socioeconomic status, literacy, and religious beliefs
ICS-B3: 30 months
Actively seek to understand patient differences and views and reflects this in respectful communication and shared decision-making with the patient and the healthcare team

Transitions of Care
ICS-C1: 12 months
Effectively communicate with other caregivers in order to maintain appropriate continuity during transitions of care
ICS-C2: 24 months
Role model and teach effective communication with next caregivers during transitions of care

Team Communication
ICS-D1: 6 months
Deliver appropriate, succinct, hypothesis-driven oral presentations
ICS-D2: 12 months
Effectively communicate plan of care to all members of the health care team
ICS-D3: 30 months
Engage in collaborative communication with all members of the health care team

**Consultation**
- ICS-E1: 6 months
  - Request consultative services in an effective manner
- ICS-E2: 12 months
  - Clearly communicate the role of consultant to the patient, in support of the primary care relationship
- ICS-E3: 36 months
  - Communicate consultative recommendations to the referring team in an effective manner

**Record Keeping**
- ICS-F1: 6 months
  - Provide legible, accurate, complete, and timely written communication that is congruent with medical standards
- ICS-F2: 24 months
  - Ensure succinct, relevant and patient-specific written communication